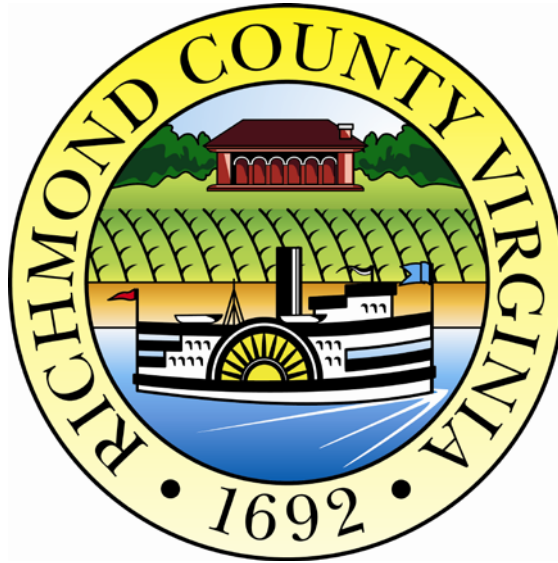


**REQUEST FOR PROPOSALS  
FOR  
REPLACEMENT OF  
DIGITAL LOGGING RECORDER**



**Date:** February 4, 2017

**Direct Inquiries to:** Christopher H. Jett, Technology Director  
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**Return Proposals to:** Richmond County Administration Office  
Attn: Christopher H. Jett, Technology Director  
101 Court Circle, Warsaw, Virginia 22572

**Proposal Deadline:** March 3, 2017, 4:00 p.m.

**Number of Copies:** One (1) original and three (3) copies

## 1.0 GENERAL INTRODUCTION

- 1.1 Richmond County, Virginia (hereinafter referred to as “County”) is soliciting competitive, negotiable proposals for the replacement, service, and maintenance of a Digital Logging Recorder (hereinafter referred to as “logging recorder”), to be installed at the Richmond County Sheriff’s Office (hereinafter referred to as “Sheriff’s Office”), located at 106 Wallace Street, Warsaw, Virginia 22572.

The County is soliciting responses to this Request for Proposals (hereinafter referred to as “RFP”) from qualified vendors, detailing their solution to replace and fully implement a logging recorder that will meet the County’s need to record, archive, and allow for the search and retrieval of recordings of all phone and radio communications within the Sheriff’s Office.

The County also desires that vendor solutions allow for the capture, recording, search, and retrieval of future Next Generation 9-1-1 (hereinafter referred to as “NG911”) data within the Sheriff’s Office dispatch center (hereinafter referred to as “PSAP”), such as SMS messaging and video, in accordance with the National Emergency Number Association (hereinafter referred to as “NENA”) i3 standards.

Finally, the County desires that vendor solutions also allow for the capture, recording, search, and retrieval of screen recordings of five (5) computers within the PSAP.

- 1.2 Vendor proposals must cover all components (hardware and software) necessary to provide a logging recorder as defined within this RFP. The logging recorder solution must consist of proven technology that will satisfy the present needs and future growth of the Sheriff’s Office, as defined by the County, and be capable of adapting to future technological advances in the realm of NG911.
- 1.3 Vendor proposals must address the requirements for the day-to-day operation, as well as the ongoing management and maintenance needs of the proposed logging recorder.
- 1.4 Vendor proposals must describe how the installation and cutover plan of their proposed logging recorder will minimize interruptions to the PSAP, as well as the current recording of phone and radio communications within the Sheriff’s Office.
- 1.5 The proposed logging recorder replacement should be capable of being fully implemented, including end user and system administrator training, within ninety (90) days following an awarded contract and vendor proposals must describe how this implementation will be accomplished.
- 1.6 Vendor proposals must provide a written, clearly labeled, response to each and every section of this RFP, identifying **Understood**, **Comply**, **Do Not Comply**, or **Explanation Necessary**.
- 1.7 Vendors are advised that the Richmond County Administration Office (specifically the Technology Director) will serve as the primary point of contact between vendors and the County in this procurement process.

## **2.0 BACKGROUND**

### **2.1 General**

Richmond County is located on the Northern Neck of Virginia, with the Rappahannock River forming its southwestern boundary and the counties of Westmoreland, Northumberland, and Lancaster forming its other boundaries. The County covers an area of 203 square miles and is located one hour northeast of the city of Richmond, Virginia and about two hours southeast of Washington, DC. As of the 2010 Census, the County had a population of 9,254.

The Richmond County Sheriff's Office is manned 24 hours a day, 365 days a year, and processes all emergency calls for service within the County of Richmond and the Town of Warsaw, which total in excess of 8,200 calls for service each year. When you include non-emergency calls, the PSAP handles approximately 60,000 phone calls each year. Of these 60,000 phone calls, approximately 4,500 are 9-1-1 calls.

### **2.2 Current Status**

The Richmond County Sheriff's Office currently utilizes a 40-channel TEN-4 (version 2.4.11) Stancil logging recorder, which was purchased in 2007 through Audio Data Systems, Inc. of Charlotte, North Carolina. Maintenance of this TEN-4 logging recorder was most recently covered under a contract with BIS Digital, Inc. of Ft. Lauderdale, Florida. However, this maintenance contract ceased in 2014 after the system could no longer be reliably supported due to its Windows XP operating system.

The existing TEN-4 logging recorder records a total of eight (8) E-911 trunks (four (4) wireline and four (4) wireless), four (4) radio channels, six (6) administrative phone lines answered within the PSAP, and 22 administrative phone extensions located throughout the Sheriff's Office. All 40 channels (including E-911 trunks, radio channels, and phone lines/extensions) are connected to the logging recorder through two (2) 25-pair punch down blocks located in a rack within a few feet of the recorder.

The administrative phones utilized throughout the Sheriff's Office are Comdial CONVERSip EP100 models and operate through a digital PBX. However, for recording, the voice from each of these phones is fed back to the logging recorder by handset adapters, through secondary phone jacks to the two (2) 25-pair punch down blocks located near the recorder.

For the answering of administrative and E-911 calls within the PSAP, the County currently utilizes two (2) positions of the VESTA / Sentinel 4.x system from Airbus DS Communications. However, these positions are recorded by phone line and not by position.

For handling radio traffic within the PSAP, the County currently utilizes two (2) Motorola MIP 5000 VoIP consoles. However, the radio channel traffic is still fed to the logging recorder via the two (2) 25-pair punch down blocks.

All of the computers within the PSAP, which would be considered for screen recording, are accessible over the Sheriff's Office data network, via category 6 Ethernet cabling, from the secure data room where the logging recorder is installed.

An existing GP 934 2 Networks Command Center Package from Spectracom is currently available for time synchronization of the logging recorder, including a NetClock / GPS 9383. In addition, the logging recorder is supported by a 30kVA Uninterrupted Power Supply (hereinafter referred to as "UPS"), actively maintained under a contract with Emerson Network Power / Liebert Services, and the Sheriff's Office also has backup generator power.

### **3.0 DESIRED SYSTEM**

Richmond County is seeking a digital logging recorder replacement for installation within its Sheriff's Office, which is capable of the following:

- a) The automatic capture, archival, search, retrieval, and exporting of audio recordings (by line) for eight (8) E-911 trunks, four (4) radio channels, and 28 administrative phone lines/extensions within the Sheriff's Office. In order to allow for the capture of two (2) additional radio channels, as well as several additional administrative extensions that are not currently being captured, the proposed logging recorder should be designed for 48 channels.
- b) The automatic capture of ANI/ALI from the eight (8) E-911 trunks, as well as caller ID and DTMF from the administrative lines where available, with the ability to search for recordings using these pieces of data.
- c) The future automatic capture of NG911 data within the PSAP, such as SMS messaging and video, in accordance with the NENA i3 standards.
- d) The automatic screen recording of a total of five (5) Windows PCs within the PSAP.
- e) Automatic synchronization with an existing GP 934 2 Networks Command Center Package time synchronization system via NTP.
- f) The ability to live monitor recorded channels across the County's existing Ethernet network, utilizing browser based software and existing PCs.
- g) The ability to search, retrieve, playback, and export recordings from across the County's existing Ethernet network, utilizing browser based software and existing PCs.
- h) The ability to provide multiple levels of user access to the recordings and functions of the browser based software.
- i) The ability to provide audit reports related to each individual users access to the system and recordings.

- 3.1 This RFP delineates, in detail, the specific functions required of the desired logging recorder replacement. It does not, however, describe how a proposed system is to implement these functions, as each vendor's system will be unique in that respect. It is important that vendors describe how their systems implement the functions, i.e., how their systems will operate.
- 3.2 Vendors shall propose a logging recorder solution that can ensure reliability, availability, and access 24 hours a day, 365 days a year. Vendors shall detail the required hardware and software configuration to support the proposed logging recorder solution.
- 3.3 The purpose of this RFP is to solicit turnkey proposals for the replacement, service, and maintenance of a digital logging recorder. Vendors shall ensure that their installation and cutover plan for the proposed logging recorder will cause minimal interruptions or degradations to the Sheriff's Office's existing services.
- 3.4 Vendors shall list all exceptions to the logging recorder functions specified in this RFP. Failure to do so may be cause for disqualification, or the County may direct the vendor, if selected, to implement the missing features at no cost.

#### **4.0 DETAILED LOGGING RECORDER REQUIREMENTS**

- 4.1 The recorder shall be initially configured with 48 channels capable of recording radio, telephone, video, and data communications within one (1) system, with the option for future expandability.
- 4.2 The recorder shall be a commercial grade server capable of being mounted in a 19" rack.
- 4.3 The recorder storage shall be designed with a RAID configuration.
- 4.4 The recorder shall be designed with dual hot-swappable powers supplies, with independent power cables for each.
- 4.5 The recorder shall be configured with two (2) Gigabit NICs and be compatible with the TCP/IP network protocol.
- 4.6 The recorder shall utilize an internally integrated database without the need for an additional external server.
- 4.7 The recorder shall provide NENA standard ANI\ALI capture from the eight (8) E-911 trunks.
- 4.8 The recorder shall provide automatic restart capability that will return the system to its previous state following a reboot, without the need for user intervention.
- 4.9 The recorder software should run as a Windows service, allowing Windows to start and stop the application without the need for a user to login.

- 4.10** The recorder shall be capable of functioning as a stand-alone unit for all recording, archiving, search, and playback.
- 4.11** The recorder shall be capable of connection to analog, digital, or VoIP inputs, or any combination thereof, within the same recorder chassis.
- 4.12** The recorder shall allow for the customized naming of individual channels.
- 4.13** The recorder shall be NG911 ready and capable of supporting multiple recording types (including analog, digital, VoIP, video, SMS, screen recording, etc.) from within the same recorder chassis.
- 4.14** The recorder shall be able to display and search recordings by recording type (audio, video, SMS, screen recording, etc.), channel name, date, time (start and end), duration of the recording, DTMF, caller ID, ANI/ALI, and comments where the necessary data is provided.
- 4.15** The recorder should provide the capability of saving and reloading users' search settings for later use.
- 4.16** All recorder administration, playback, instant recall, and live monitoring shall be capable of being done across the County's existing Ethernet infrastructure, utilizing PCs with Windows based operating systems in either 32 bit or 64 bit configurations (currently including Windows 7, Windows 8, and Windows 10)
- 4.17** All recorder administration, playback, instant recall, and live monitoring software should be browser based (compatible with multiple readily used browsers) not requiring the installation or maintenance of additional software on system administrator or user PCs.
- 4.18** Audio and video shall be capable of being accessed from the recorder over the County's existing Ethernet infrastructure and on system administrator or user PCs without the need for any additional hardware at the PC.
- 4.19** The recorder shall allow for all channels to be live monitored over the County's Ethernet network, via browser based software.
- 4.20** The recorder shall be capable of simultaneously recording while playing back recordings or live monitoring.
- 4.21** The recorder should allow the automatic archival storage of recordings to DVD, external USB hard drives, remote network shares, network attached storage (NAS), or cloud based storage for redundancy.
- 4.22** The recorder should have an archival storage manager/library for the management of its redundant storage.

- 4.23** The recorder shall be capable of exporting recordings to various storage locations and devices, to include DVD, USB storage, remote network shares, or network attached storage (NAS).
- 4.24** The recorder shall be capable of searching for recordings stored in archival storage locations.
- 4.25** The recorder shall allow individual recording settings per channel, allowing for voice recording start and stop to be triggered in multiple ways (such as by VOX levels, loop start, on-hook/off-hook, timing, etc.) or be configured for continuous recording. Channels should also have individually adjustable AGC (automatic gain control).
- 4.26** The recorder should capture and archive recordings in a protected file format, in order to protect their integrity.
- 4.27** The recorder shall provide for over record and write protection so that recordings will not be accidentally overwritten.
- 4.28** The recorder shall provide software protection to prevent recording over-record or erasure until after a user settable retention period.
- 4.29** The recorder should allow for an individual recording to be flagged, so as to prevent its purging from the database until the flag is removed.
- 4.30** The recorder should be capable of showing on a single screen a multi-channel time line view of audio, video, and screen recordings.
- 4.31** The recorder should provide the capability of creating a scenario playlist, where multiple recordings of varying types (including audio, video, SMS, screen recordings, etc.) can be played back together to create a true event reconstruction. The recorder should also provide the capability of adding other supporting files, such as body camera or other external recordings, to these scenario playlists.
- 4.32** The recorder should provide the capability of adding notes and bookmarks to calls being played back or live monitored.
- 4.33** The recorder should provide the capability to segment a recording, in order for a user to save or export only a portion of a recording. This ability to segment a recording shall in no way alter the original saved recording.
- 4.34** The recorder shall provide the capability for redaction of portions of recordings. The redaction feature should allow for the addition of notes to the saved or exported recording copy.
- 4.35** The recorder shall have the capability of exporting recordings in standard formats capable of being played back on Windows base PCs without the need for proprietary software.
- 4.36** The recorder shall provide the capability of e-mailing recordings directly from the playback software.

- 4.37** The recorder shall have multiple levels of security, with system administrators being able to assign and withdraw user ids and passwords, as well as assign and withdraw access rights related to channels and the functionality of search, playback, live monitoring, exporting, and reporting.
- 4.38** The recorder should have the capability of limiting access by user to individual recordings.
- 4.39** The County shall be allowed to install its own malware protection software (VIPRE Business Premium) to the recorder.
- 4.40** The recorder shall be capable of screen recording and allow the playback of these recordings along with corresponding audio and SMS recordings.
- 4.41** The recorder shall be provided with a remote monitoring system that will provide designated individuals alarm notification (along with e-mail alerts) upon the failure of system hardware and/or software.
- 4.42** The recorder should be monitored with a 24 x 7 x 365 “heartbeat” or similar remote monitoring service that will automatically notify system support staff in the event of system issues.
- 4.43** The recorder shall provide the capability to restore recordings to the master database from an archival location.
- 4.44** The recorder shall allow for the monitoring of user settable and individual idle time lengths for each channel and provide alarm notification when these idle time lengths have been exceeded.
- 4.45** Remote maintenance shall be capable of being remotely performed on the recorder via an existing County Internet connection.
- 4.46** The recorder should provide recording redaction, playback, save, and export audit reporting.

## **5.0 DELIVERY AND INSTALLATION**

- 5.1** The new logging recorder shall be delivered to its proper location and installed by the vendor without additional cost or expense to the County, and at the convenience and direction of County staff. The logging recorder shall not be considered accepted until the recorder has been installed and is operating in accordance with all specifications outlined in this RFP and any related contract.
- 5.2** The logging recorder installation shall be accomplished with minimal interruption to the normal business operation of the Sheriff’s Office.
- 5.3** The selected vendor shall assume full responsibility for supervision of the work irrespective of the amount of work sublet, and shall give the work the attention necessary to facilitate and assure completion in accordance with the terms of the contract.



- 5.4** The logging recorder replacement, including end user and system administrator training, shall be fully implemented within ninety (90) days following the date of contract award.
- 5.5** The selected vendor shall assume full responsibility for ensuring that all work complies with the applicable national, state, and local codes and regulations.
- 5.6** The selected vendor shall be responsible, at all times, to observe and comply with all applicable laws, and shall protect and indemnify Richmond County and its representatives against all claims and liabilities arising from, or based on, vendor or vendor-employee violations.
- 5.7** The selected vendor shall be responsible for making all necessary contacts and arrangements with the E-911 equipment provider, mapping provider, CAD equipment provider, radio communications equipment provider, etc. After the logging recorder is installed and is in operation, the selected vendor shall be responsible for resolving any conflicts that may arise with any of these equipment providers, with regard to the relationship between the logging recorder and any other equipment operated within the Sheriff's Office.
- 5.8** The selected vendor shall be responsible for the coordinated disconnection of the existing logging recorder on the day of system cutover of the new logging recorder.

## **6.0 USE OF SUBCONTRACTORS**

- 6.1** Richmond County shall allow for the use of subcontractors to perform such duties and obligations, pursuant to the resulting contract, that may be delegated to it by the selected vendor. However, the County shall have prior approval for all subcontractors used to fulfill this contract with regard to experience, skills, impartiality, etc. The selected vendor is advised that any work completed by subcontractors, employees, or agents of subcontractors in order to meet the obligations of the selected vendor does not negate the selected vendor's responsibilities as set forth within the resulting contract.
- 6.2** The selected vendor shall remain solely responsible for performance of its obligations under the resulting contract. Richmond County shall look solely to the selected vendor for performance of the resulting contract and be without liability to any subcontractor, agents, or employees of subcontractors that the selected vendor may hire. Payment under the terms of the resulting contract shall be made directly to the selected vendor. Subcontractors, agents, or employees of subcontractors shall have no right to payment from the County.

## **7.0 INSURANCE REQUIREMENTS**

The vendor and all subcontractors, at their own expense, shall provide and maintain insurance with a company licensed to do business in the state of Virginia as follows:

- a) Workman's Compensation as required by all federal, state, maritime, and other laws including employer's liability, with a limit of at least \$500,000.
- b) Comprehensive general liability, including contractor's liability, contingent liability, contractual liability, completed operation, and product liability, all on the occurrence basis with personal injury coverage:
  1. Personal injury each person \$1,000,000
  2. Each occurrence \$1,000,000
  3. Property damage \$1,000,000
- c) Comprehensive automobile liability, including non-ownership and hired car coverage, as well as owned vehicles:
  1. Bodily injury each person \$1,000,000
  2. Each occurrence \$1,000,000
- d) The vendor and all subcontractors, in connection with the above mentioned insurance, shall furnish to the County duly executed forms showing proof of insurance naming Richmond County as additionally insured and demonstrating that insurance is in full force prior to commencement of the contract.
  1. Umbrella liability limit of liability \$1,000,000

## 8.0 VENDOR EXPERIENCE

- 8.1 Vendors shall provide a list of qualifications of the vendor and/or the staff of the vendor's organization who will be involved in the project.
- 8.2 Vendors shall provide three references from similar projects handled by **the VENDOR directly** (including name, address, telephone number, a description of the project to which the reference relates, and date the project was completed).
- 8.3 Vendors shall include a written statement giving the County the right to investigate the references and past performance of any vendor, subcontractor, or their employees, with respect to its successful performance of similar services, compliance with the RFP and contractual obligations, and its lawful payment of suppliers, subcontractors, and workers.

## 9.0 TRAINING

- 9.1 Vendors shall detail the training requirements associated with the implementation, operation, and management of the logging recorder. All training course content shall be subject to review and approval by the County. Video capture of the training by County staff shall be allowed.
- 9.2 Vendor provided training shall include:
  - a) General user training.

b) Administrator training.

**9.3** Training shall be provided on-premise at the Sheriff's Office, or other County-designated location.

**9.4** Electronic copies of all training materials and any software demos or videos used in training shall be provided to the County for training new users after system implementation.

## **10.0 SYSTEM DOCUMENTATION / MANUALS**

**10.1** The selected vendor shall furnish the County with two (2) complete bound system equipment manuals, along with an electronic version, upon completion of the logging recorder installation. These manuals should include the following:

- a) A complete instructions manual for all equipment in the system.
- b) Instructions for the determination of trouble reporting, including all trouble report telephone numbers.
- c) A complete schematics and parts list for all equipment in the system.
- d) A complete and detailed system schematic, showing the actual system "as installed."
- e) A complete description of the nature and scope of training functions for system users and administrators.

**10.2** All system equipment interconnect wiring shall be clearly marked and documented so that any individual interconnecting wire may be readily identified.

**10.3** Upon completion of site installation, the vendor shall provide the County with a complete inventory of all installed equipment. The inventory should include physical descriptions of each piece of equipment and all pertinent serial numbers.

## **11.0 WARRANTY**

**11.1** Vendors shall provide detailed warranty information with their proposals. On each item offered, the following information shall be indicated: exact period of warranty, any special extended warranty offered, any special hours emergency service is offered, and a general statement of warranty policy.

**11.2** Manufacturer Original Warranties shall be provided on all equipment. Any exceptions shall be noted and explained in vendor proposals.

- 11.3** Warranties submitted with the proposal response shall be in lieu of all other warranties, expressed or implied. The County shall not assume any warranty or liability on the vendor's behalf unless made and agreed to in writing by both parties.
- 11.4** Vendors shall warranty the proposed logging recorder and all components shall be made from new manufactured parts and materials.
- 11.5** All logging recorder equipment and parts shall be guaranteed for a minimum period of one (1) year against defects in design, materials, and workmanship. The warranty period shall begin upon final acceptance of the system. The warranty shall cover parts, labor, travel, and all other expenses.
- 11.6** The selected vendor shall warranty and further guarantee that all equipment furnished shall be of good workmanship, new materials, and functionally designed. The equipment shall be operable for the proposed use by the Sheriff's Office.
- 11.7** Warranty of all logging recorder equipment shall be the sole responsibility of the selected vendor. The warranty for fixed site equipment and systems shall be all-inclusive of twenty-four (24) hours each and every day during the initial warranty period, and as required after the warranty period and during the maintenance period. The selected vendor shall provide technicians who know the products well, and are trained specifically for the equipment and systems, holding factory certifications for installed equipment, and who can respond to fixed sites within the required time if failure to equipment has not otherwise been repaired.
- 11.8** In the event any component part of equipment or materials furnished under these specifications or its subsequent contract(s) becomes defective by reason of material or workmanship during said warranty period, the selected vendor shall, at no expense to the County, repair or replace the equipment or components with new equipment or components.
- 11.9** The initial warranty shall take effect the day the system is accepted by the County. This warranty shall include specifics on the type of support, what assistance will be offered, and the time frame of the warranty. During the period of initial warranty, the vendor shall be obligated to respond to and correct any reported problems with the entire system.
- 11.10** During the warranty period, software components shall be replaced as new software versions are released for mainstream distribution. The vendor shall define costs to replace and/or upgrade software, including expected personnel costs. The vendor shall also provide a preliminary implementation schedule.
- 11.11** Vendors shall describe, in detail, software maintenance and support programs available after expiration of the warranty, including how software problems will be resolved, terms of the support and maintenance, and hours of coverage. Vendors shall provide an itemized summary of all proposed maintenance, which specifies each item, individual model numbers, and the associated maintenance time period and costs for each component or item.

- 11.12** Vendors shall describe their proposed software solution update or upgrade policy. Specifically, vendors shall describe what updates or upgrades are provided with the maintenance plan and how many updates are provided annually. The vendor shall also describe its approach to migration support from one release to another, and the historical cost information associated with the migration.
- 11.13** The selected vendor shall provide 24 hours a day, 365 days a year support for the entire system throughout the implementation phase and beyond, as long as this logging recorder is in place. Vendors shall detail policies that deal with problem escalation for phone support and/or on-site support, such as the following: in what period of time a vendor representative must arrive on-site to provide assistance after notification of a problem, and what safety measures/problem resolution techniques are in place should the system problem(s) not be corrected in a specified time period.

## **12.0 MAINTENANCE**

- 12.1** The County desires to contract long-term with the selected vendor for logging recorder maintenance services. The County is requesting a maintenance service contract term of five (5) years and is prepared to pay the entire cost of this five (5) year maintenance at the time of contract signing. Other options shall be considered.
- 12.2** The County desires for the logging recorder to be configured with the ability for automatic notification to a service monitoring location or technicians in the case of a system trouble. A secure remote maintenance and diagnostic capability shall be provided for the logging recorder.
- 12.3** Vendors shall be prepared and able to provide on-site service 24 hours a day, 7 days a week, 365 days a year. Vendors shall detail their response to calls for emergency service.
- 12.4** Vendors shall provide documents and resumes certifying their system maintenance and follow-up service personnel to be manufacturer trained and certified on the logging recorder to be installed. Vendors shall include the names, training records, experience in servicing the proposed equipment, years of experience in troubleshooting systems and devices, and primary function of the proposed personnel who will be providing maintenance and follow-up services.
- 12.5** The starting time for reported failure shall be notification of the vendor service office, as documented by the County. Starting time does not preclude authorized service personnel from providing a more rapid response when readily available. If there is no response after 24 hours of a County documented request for warranty or maintenance service on the logging recorder system from authorized service personnel, the County reserves the right to contract with an alternate source.

- 12.6** Vendors shall offer a variety of maintenance service plans including:
- a) Normal Maintenance - defined as those problems that do not affect the overall performance of the logging recorder, but still require attention. Vendors shall define their minimum response time, during industry normal business hours.
  - b) Critical Maintenance – defined as any problem that jeopardizes or degrades the overall performance of the logging recorder and has the potential to result in the loss of recordings or the failure to capture desired recordings. The minimum response requirement for qualifying vendor responses is four (4) hours, on a twenty-four (24) hour basis, to include weekends and holidays.
- 12.7** The selected vendor shall be responsible for scheduling and coordinating work in such a manner as to provide timely response to requests for maintenance / repair. The selected vendor shall also be responsible for providing the County with methods of contacting authorized repair personnel.
- 12.8** Where possible, all service shall be performed with the logging recorder fully operational.
- 13.0** Site Visits - On site inspections of the Sheriff’s Office / PSAP shall be at the vendor's discretion. However, failure to conduct a site survey shall not excuse errors in vendor proposals. The County’s Technology Director will coordinate any site visits.
- 14.0** Oral Presentations / System Demonstrations - Those vendors who have been scored by the County’s evaluation committee in the top percentile of the proposals received, shall be invited to give an oral presentation and system demonstration to the evaluation committee. This presentation shall include a specific outline of the vendor's proposed implementation process. The costs associated with this presentation and system demonstration shall be at the vendor's expense. If the vendor should choose to invite the evaluation committee for a site inspection, the associated costs for the site inspection shall be at the vendor's expense.
- 15.0** Richmond County reserves the right to accept or reject any and/or all proposals; to add or delete proposal items and/or quantities; to amend the RFP; to waive any minor irregularities, informalities, or failure to conform to the RFP; to extend the deadline for submitting proposals; and to reject, for good cause and without liability therefore, any and all proposals upon finding that doing so is in the public interest.
- 16.0** The contents of the proposal (including persons specified to implement the project) of the selected vendor shall become contractual obligations if acquisition action ensues. Failure of the selected vendor to accept these obligations in a contract, purchase document, delivery order, or similar acquisition instrument may result in cancellation of the award.
- 17.0** Withdrawal of Proposals - Prior to the deadline for proposals, any proposal may be modified or withdrawn by notice to the County at the place designated for receipt of proposals. Such notice

shall be in writing over the signature of the Vendor, and shall be delivered on or before the deadline.

- 18.0** Richmond County shall not permit any proposal to be modified once the proposal has been publicly opened at the proposal opening. Modifications proposed after the proposal opening shall not be considered. No responsibility shall attach any County employee for the premature opening of a proposal not properly addressed and identified in accordance with this RFP.
- 19.0** When discrepancies occur between words and figures, the words shall govern.
- 20.0** Award of Contract - The award shall be made to that vendor whose proposal will be the most advantageous to the Richmond County Sheriff's Office, as determined by the Richmond County Board of Supervisors.
- 21.0** Any contract resulting from this solicitation shall be governed in any respects by the laws of the state of Virginia, and any litigation with respect thereto shall be brought in the courts of the Commonwealth.
- 22.0** Ownership of Contract Products / Services – Proposals, upon established opening time, become the property of Richmond County. All products / services produced in response to the contract resulting from this RFP shall be the sole property of the County, unless otherwise noted in this RFP. The contents of the selected vendor's proposal shall become contractual obligations.
- 23.0** Incurring Costs – Richmond County shall not be liable for any cost incurred by vendors prior to the issuance of a legally executed contract or procurement document. No property interest, of any nature, shall occur until a contract is awarded and signed by all concerned parties.
- 24.0** Non-discrimination - Vendors shall comply with all state and federal laws, rules, and regulations involving non-discrimination on the basis of race, color, religion, national origin, age, disability, or gender.
- 25.0** News Releases - News releases pertaining to this RFP shall NOT be made prior to the execution of a contract without prior written approval of County staff.
- 26.0** Indemnification - To the extent authorized by law, the selected vendor shall indemnify, save and hold harmless Richmond County, participating agencies, its employees, and agents against any and all claims, damages, liability, and court awards, including costs, expenses, and attorney fees incurred as a result of any act or omission by the vendor or its employees, agents, subcontractors, or assignees pursuant to the terms of the contract resulting from this RFP.
- 27.0 EVALUATION PROCESS**
- 27.1** Richmond County reserves the right to seek clarification of proposals. Vendors shall designate a contact person, e-mail address, and telephone number for questions that may arise during the proposal evaluation period.

- 27.2** A Logging Recorder Proposal evaluation committee, consisting of the County's Technology Director, Sheriff, Sheriff's Office Captain, and Sheriff's Office Lieutenant, shall review each submitted proposal to determine if it is complete and that it addresses the logging recorder requirements as outlined in this RFP. Any proposal that does not address the logging recorder requirements, as outlined in this RFP, shall be considered non-responsive and may be rejected.
- 27.3** The Logging Recorder Proposal evaluation committee, upon its review of the submitted proposals, oral presentations, and system demonstrations, shall make a recommendation regarding the vendor proposal that it believes provides the most suitable logging recorder for Richmond County's present and anticipated future needs, as outlined within this RFP. The Logging Recorder Proposal evaluation committee reserves the right to make its recommendation based on any combination of factors that it determines to be in the best interest of Richmond County and its citizens.
- 27.4** The Richmond County Board of Supervisors, taking into consideration the recommendation of the Logging Recorder Proposal evaluation committee, shall tentatively select a vendor and direct County staff to enter into contract negotiations with the vendor.
- 27.5** The tentative selection of a vendor shall be announced to the selected vendor by telephone and in writing, and to the non-selected vendors in writing.
- 27.6** During contract negotiations, Richmond County may require additional information it deems necessary to clarify the approach and understanding of the requested services. Any changes agreed upon during the contract negotiations shall become part of the final contract. If the County is unable to reach agreement with the first choice, discussion shall be terminated and negotiation shall begin with another choice.
- 27.7** Appeals concerning contract award shall be delivered to the County in writing within ten (10) days of the selection announcement. Appeals shall specify grounds upon which the appeal is based. County staff shall review the appeal, and contact all parties involved within forty-five (45) calendar days of receipt of the appeal.
- 27.8** Richmond County reserves the right to reject any and all proposals received as a result of this RFP, if doing so would be in the public interest. The County reserves the right to accept a proposal or proposals in whole or in part. The selected vendor shall be held to the terms submitted in its proposal, but may be required to reduce costs depending upon services that the County may determine to be unnecessary or for which the County decides to assume responsibility.
- 27.9** Richmond County reserves the right to reject any proposal of any vendor who previously failed to perform to the satisfaction of the County, or any participating agency, or complete on time agreements of similar nature, or to reject the proposal of a vendor who is not in a position to perform such an agreement satisfactorily as deemed by the County.



- 28.0** Inquiries - Questions regarding the information contained in this RFP shall be submitted to Christopher H. Jett, Technology Director, not later than February 24, 2017, at 4:00 p.m. All questions shall be submitted in writing (including email or fax), and received by the specified date and time. Mr. Jett may be contacted at 101 Court Circle, P. O. Box 1000, Warsaw, Virginia 22572. Email: [cjett@co.richmond.va.us](mailto:cjett@co.richmond.va.us) Phone: (804) 761-8489. Fax: (804) 333-3408. A copy of the questions and responses shall be posted on the County website ([www.co.richmond.va.us](http://www.co.richmond.va.us)) and sent via e-mail to all vendors that were sent a copy of this RFP. Vendors wishing a hard copy to follow the e-mail response shall specifically request such a response.
- 29.0** Addenda – If necessary, any addenda to this RFP shall be posted on the County website ([www.co.richmond.va.us](http://www.co.richmond.va.us)) and sent via e-mail to all vendors that were sent a copy of this RFP. Vendors wishing a hard copy of the addenda in addition to the e-mail shall specifically request such a response. No addenda shall be issued later than four (4) days prior to the deadline for proposal submissions.
- 30.0** Deadline for Proposals - To be considered, one (1) original and three (3) copies of written proposals, clearly labeled on the outside “Richmond County Digital Logging Recorder Replacement,” shall be delivered, not later than March 3, 2017 at 4:00 p.m., to the following location: Richmond County Administration Office, Attn: Christopher H. Jett, Technology Director, 101 Court Circle, Warsaw, Virginia 22572. Proposals received after this time shall not be given further consideration. An official authorized to bind the vendor to its provisions shall sign proposals. The proposal shall remain valid for at least 90 days after the deadline date for proposals.